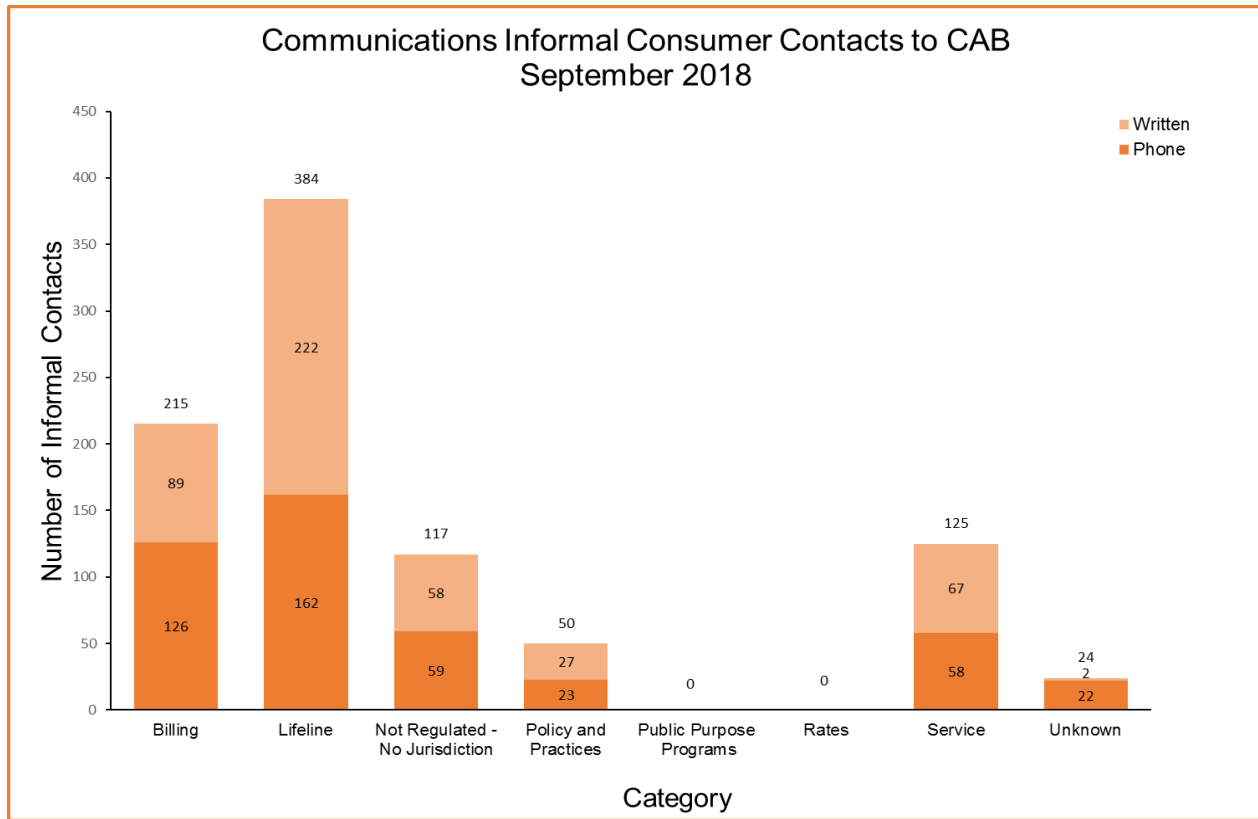


**Communications Industry
Informal Consumer Contacts
September 2018**



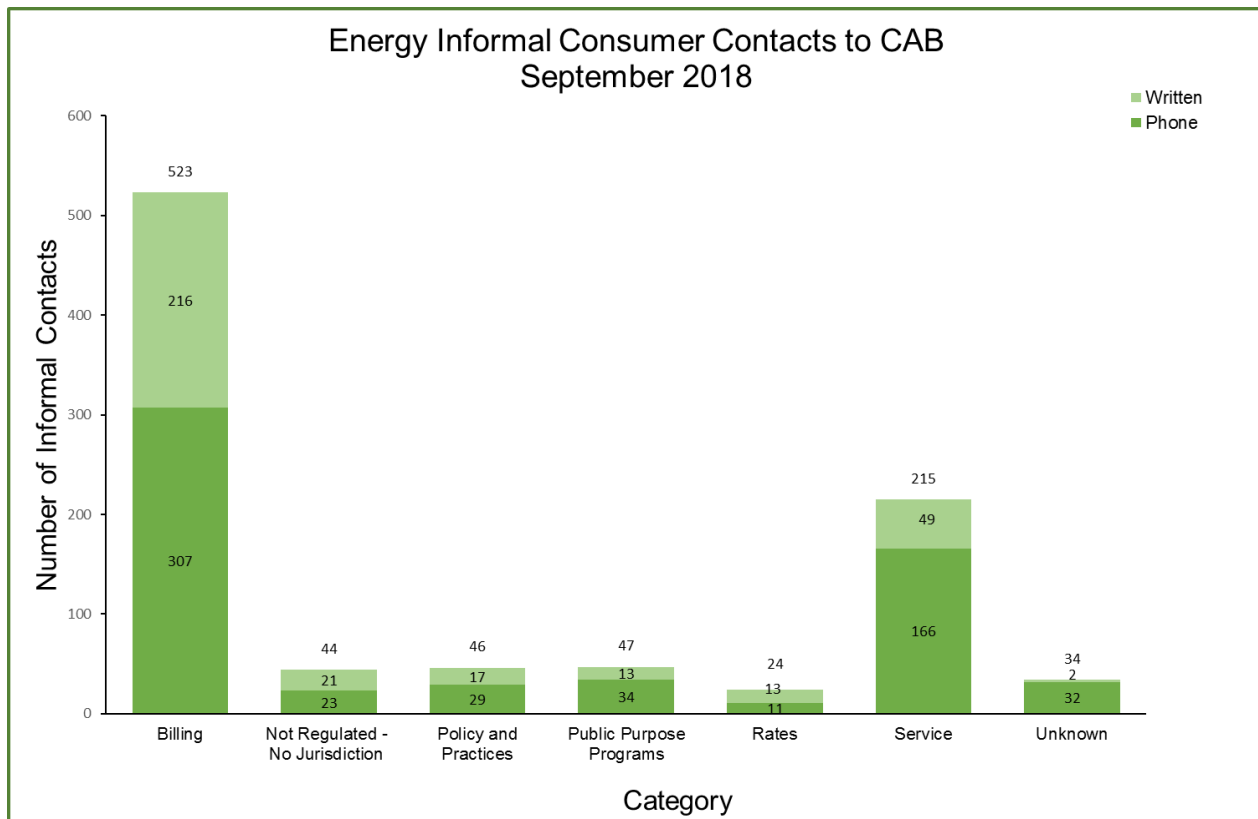
Communications Informal Consumer Contacts to CAB September 2018

Category ¹	Phone	Written	Total	% of Total
Billing	126	89	215	23%
Lifeline	162	222	384	42%
Not Regulated - No Jurisdiction	59	58	117	13%
Policy and Practices	23	27	50	5%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	58	67	125	14%
Unknown	22	2	24	3%
Grand Total	450	465	915	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Energy Industry Informal Consumer Contacts September 2018



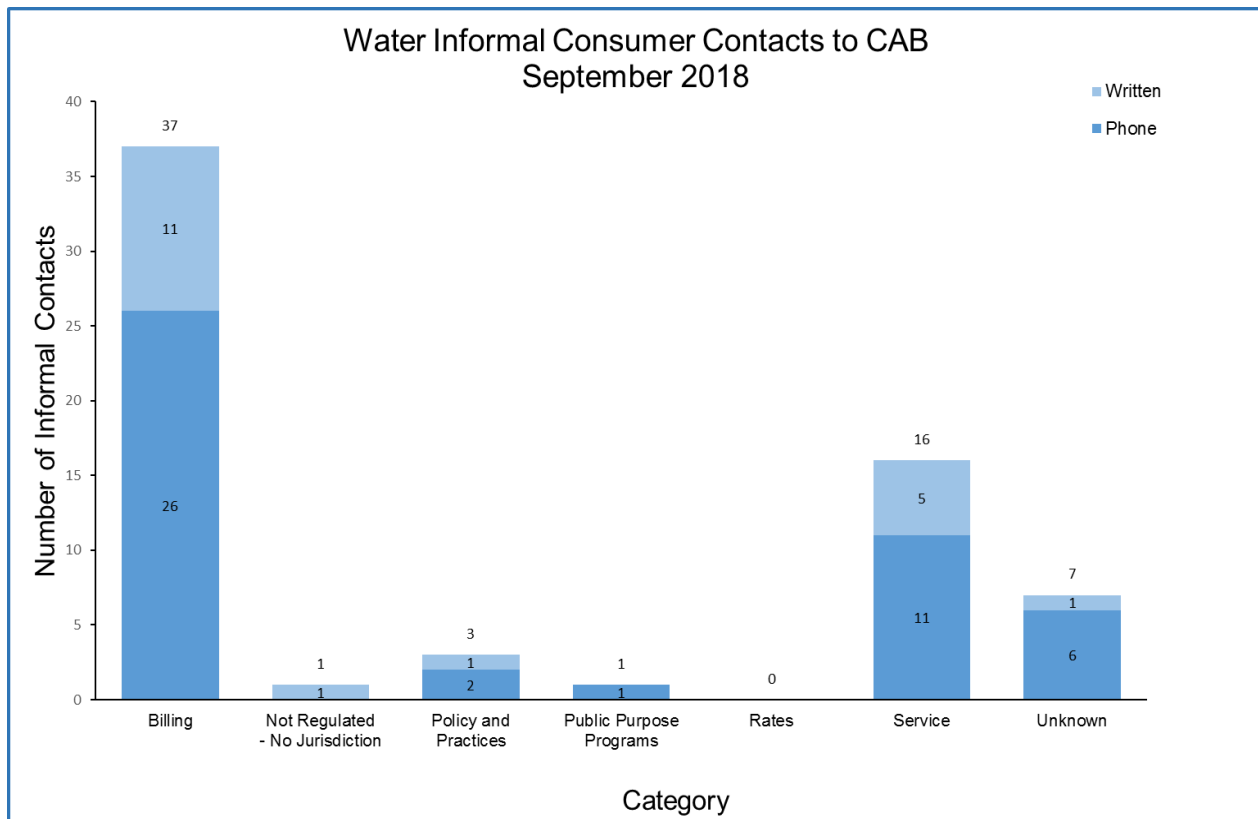
Energy Informal Consumer Contacts to CAB September 2018

Category ¹	Phone	Written	Total	% of Total
Billing	307	216	523	56%
Not Regulated - No Jurisdiction	23	21	44	5%
Policy and Practices	29	17	46	5%
Public Purpose Programs	34	13	47	5%
Rates	11	13	24	3%
Service	166	49	215	23%
Unknown	32	2	34	4%
Grand Total	602	331	933	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Water Industry
Informal Consumer Contacts
September 2018



Water Informal Consumer Contacts to CAB September 2018

Category ¹	Phone	Written	Total	% Total
Billing	26	11	37	57%
Not Regulated - No Jurisdiction	0	1	1	2%
Policy and Practices	2	1	3	5%
Public Purpose Programs	1	0	1	2%
Rates	0	0	0	0%
Service	11	5	16	25%
Unknown	6	1	7	11%
Grand Total	46	19	65	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).